

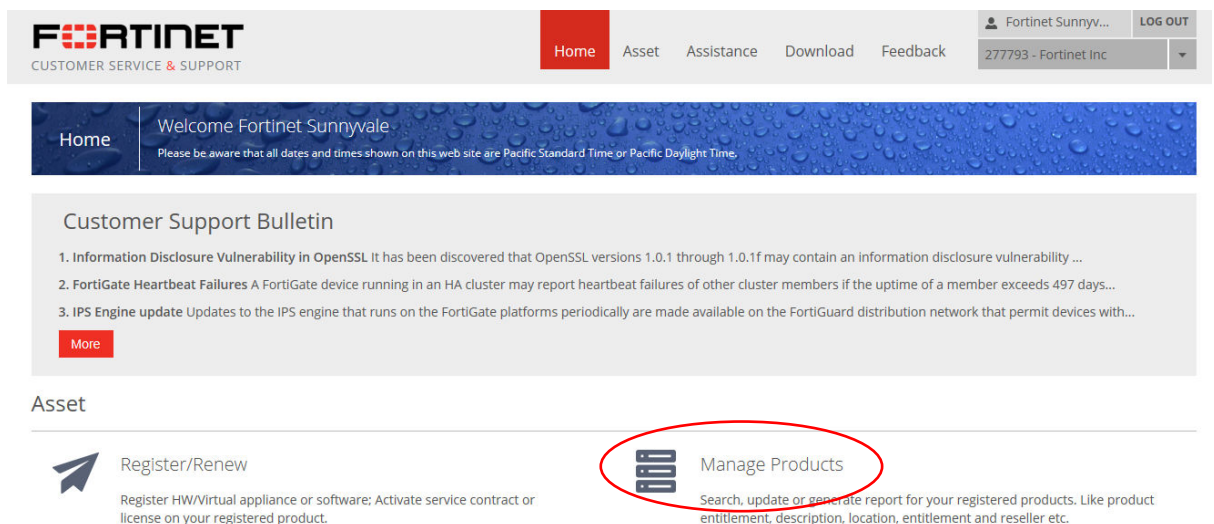
Update the Product Description and Partner Info

Adding the **description** to each product serial number can help to differentiate where or which are these firewall for especially when there are numbers of firewall located at different places or sites. This option can be used for others purpose in accordance with your need.

Partner info is required during product registration; however, this info can be updated later to reflect the most recent partner who manage the firewall or sold the renewal contract to end customer.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**
*Account ID/Email must be the same full email address where the product is currently registered to.

2. Under Asset, select “Manage Products”



FORTINET
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

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Home Welcome Fortinet Sunnyvale.
Please be aware that all dates and times shown on this web site are Pacific Standard Time or Pacific Daylight Time.

Customer Support Bulletin

1. Information Disclosure Vulnerability in OpenSSL It has been discovered that OpenSSL versions 1.0.1 through 1.0.1f may contain an information disclosure vulnerability ...
2. FortiGate Heartbeat Failures A FortiGate device running in an HA cluster may report heartbeat failures of other cluster members if the uptime of a member exceeds 497 days...
3. IPS Engine update Updates to the IPS engine that runs on the FortiGate platforms periodically are made available on the FortiGuard distribution network that permit devices with...

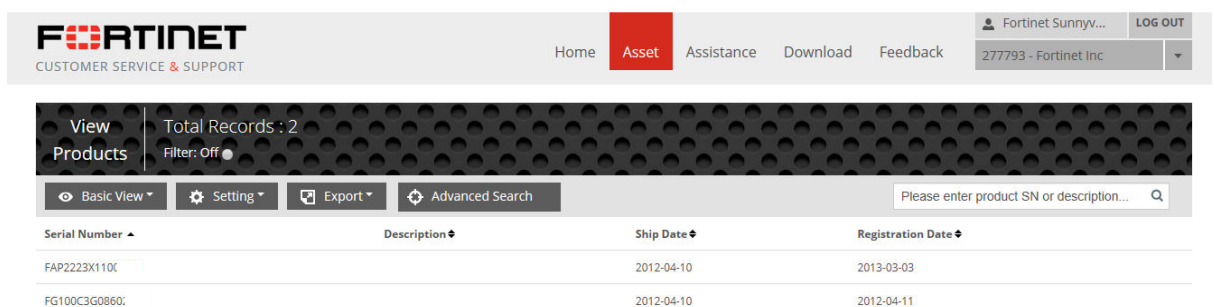
More

Asset

Register/Renew
Register HW/Virtual appliance or software; Activate service contract or license on your registered product.

Manage Products
Search, update or generate report for your registered products. Like product entitlement, description, location, entitlement and reseller etc.

3. Choose the serial number you wish to add the description.



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View Products Total Records : 2
Filter: Off

Basic View Setting Export Advanced Search

Please enter product SN or description...

Serial Number	Description	Ship Date	Registration Date
FAP2223X110C		2012-04-10	2013-03-03
FG100C3G0860		2012-04-10	2012-04-11

Update the Product Description and Partner Info

4. Product info will then be displayed, click **Edit**

The screenshot shows the Fortinet Customer Service & Support portal. The top navigation bar includes the Fortinet logo, 'Home', 'Asset' (highlighted), 'Assistance', 'Download', and 'Feedback'. A user profile 'Fortinet Sunnyv...' is logged in. The main content area is titled 'Product Details' for 'FortiAP 222B' with serial number 'FAP2223X1100'. A 'Service Will Expire On 2014-12-31' banner is visible. The left sidebar contains sections for 'Information' (General, Location, Entitlement, License & Key), 'Registration' (Renew Contract, Add Licenses, RMA Transfer), and 'Assistance' (Ticket List, Technical Request, Customer Service, DOA Request, RMA Request, WebChat). The main content area shows 'Product Info' with a 'General' tab. Below the tab are fields for Product Model, Serial Number, Registration Date, Ship Date, Warranty, Description, and Partner. A 'Version & Update' section lists various software versions. A red circle highlights the 'Edit' button at the bottom of the Product Info section.

5. A) Add or edit the description accordingly. **OR**
B) Update partner info by choosing the company name from the dropdown list.
Choose "Other" if the partner's company name is not in the list and manually put in the company name.

The screenshot shows the 'Edit Product Info' page. The left sidebar is identical to the previous screenshot. The main content area has a title 'Edit Product Info'. It contains three input fields: 'Description:' with the value 'Lab 1 Testing', 'Partner Info:' with a dropdown menu showing 'Other' selected, and a text field with 'Fortinet Inc'. At the bottom, there are 'Save' and 'Cancel' buttons. A red circle highlights the 'Save' button.

6. Click **Save** to complete the updates.